



# COMMUNICATIONS POLICY

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<b>Person responsible for review:</b>	<b>Marketing and Communications Manager</b>



# Communication Policy

## Our Commitment

Effective communication is essential for distributing and sharing information with our members. Our communication will be timely, appropriate and related to Association business.

## What We Will Do

We use a range of tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

We have developed a Social Media Policy to address the particular issues arising from the use of social media.

Staff will provide accountability and control over material published on FDNA's website and any related discussion groups.

## Websites

- Our website will include current information on competitions, events, employees, Board of Management, policies, constitution, rules and by-laws.
- No offensive content or photos will be published.
- If we intend to publish an identifying photo of a child, we will seek permission and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.

## Communications platforms

- Staff members, coaches and team managers should use Team App provide information about competition, training, events and other FDNA business.
- Limited SMS messages may be used and should be short and only about team matters

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- email communication will be used when more information is required, via Administrators (Team Captain for indoor evening competitions)
- communication involving children will be directed through their parents.
- Communication from staff will be sent via Association phone/email and not from personal telephone/email address.

## Face to Face and Telephone Communications

- Staff will conduct themselves appropriately when dealing with members and visitors.

Communication:

- should be restricted to FDNA matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members

- **What we ask you to do**

We expect our members to conduct themselves appropriately when communicating with Staff and other members.

Communication (in any form):

- should be restricted to FDNA matters
- should be submitted via Club Secretary or President (or Team Captain for indoor evening competitions)
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person



- should respect and maintain the privacy of members
- must not bring the Association into disrepute.

Anyone who works with children and young people must direct communication through the child's parent/carer.

## Non-compliance

Members may face disciplinary action for sending inappropriate communication that harasses, offends, intimidates or humiliates another member (including Staff), as outlined in our Constitution, member protection policy and/or code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, Instagram, YouTube or Twitter) may be liable for defamation.

## Addendum

FNDA Social Media Policies: <https://frankstonnetball.com.au/policies/>